

House Republican Press Release

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Rep. Miller: State's Managed Care Ombudsman Can Help With Health Insurance Problems



State Representative Lawrence G. Miller, R-122nd District, today urged residents who are having problems with their health insurance companies to contact the state's managed care ombudsman.

The Office of the Managed Care Ombudsman was created to help Connecticut residents resolve coverage issues they may be experiencing with their health insurance companies. Kevin Lembo, the managed care ombudsman, also is an advocate who assists uninsured and low income or unemployed individuals with health insurance difficulties.

Lembo, who became the new managed care ombudsman in December, helps patients get insurers to cover care they believe may have been denied them unfairly. The position is funded by the insurance industry and his services are available free of charge to the public. His office is located within the state Department of Insurance in Hartford.

"The assistance available from Mr. Lembo's office can be a valuable resource for people who are having difficulties with their HMO or health insurance providers," Representative Miller said. "Anyone who believes he or she was wrongfully denied coverage should contact the Office of the Managed care Ombudsman directly."

The ombudsman's office handled some 1,600 complaints last year and won about 90 percent of the cases for patients and their families. The office recovered about \$1.1 million by getting insurers to reimburse people or by securing coverage for services that originally were denied.

The Office of the Managed Care Ombudsman can be contacted toll-free at 1-866-HMO-4446. It also can be accessed via the Internet at www.omc.state.ct.us/index.html.